
LEVEL 1 PKI SUPPORT PROCEDURE SEQUENCE

Step 1 – LRA Help Desk

Verify the users ability to access your secure URL.

IF NO: Continue to Step 2

IF YES: STOP – Certificate is functioning properly

Step 2 – LRA Help Desk

Verify your accessibility to the same URL.

IF NO: STOP – Application may be down

IF YES: Continue to Step 3

Step 3 – LRA Help Desk

Verify installation of certificate has been completed.

IF NO: Instruct user to follow installation procedures as described in approval notice from

helpcenter@ink.org or

instruct user to go to

<https://onsite.verisign.com/services/InformationNetworkofKansas/digitalidCenter.htm> to

complete the enrollment form only after verify they have been correctly vetted.

IF YES: Continue to Step 4

Step 4- LRA Help Desk

Verify that the user has installed their digital certificate in the browser being used to connect to your secure URL.

IF NO: Advise user to locate the browser that the certificate has been installed on and try accessing your secure URL using this browser.

IF YES: Continue to Step 4

Step 4 – LRA Help Desk

Verify that the certificate has not been expired.

IF YES: Forward support information to helpcenter@ink.org.

IF NO: Continue to Step 5

Step 5 - LRA Help Desk

Verify that all users outside your firewall are not blocked from your secure site

IF YES: Correct issue with outside access to your site.

IF NO: Continue to Step 6

Step 6 – LRA Help Desk

Notify INK Help Desk of unresolved issue and provide INK with the following information:

Name

Phone Number

Company Name of the individual

Any troubleshooting steps not completed.